

ELECTRONIC PAYMENTS

OVERVIEW

Access to the Intranet portion of the Electronic Payment System is maintained by The Department of Revenue Common. Three roles (levels of access) have been identified:

- **Viewer**- will be able to search for payments and view payment details only. Will not be able to enter payments.
- **Payment Acceptor**-will be able to accept and enter payments, and will be able to change or delete those payments before they are submitted for authorization. Will also have abilities of the **Viewer**.
- **Worklist Worker**-is able to process items appearing on the worklist. Will also have abilities of **Viewer** and **Payment Acceptor**. Certain individuals in the Division of Collections and Compliance and Taxpayer Assistance have been identified as Worklist Workers.

Roles of access should be noted on the security computer access form (Authorization to Access Department of Revenue Confidential Computer Information) which is available on **KREW**.

The Electronic Payment System is accessed through **KREW** (select E-Payments). Currently, electronic payments can be processed using Visa, Master Card, Discover or ACH DEBIT (**E-Check**). Taxpayers must contact The Department of Revenue to pay by one of these options with the exception of current year **Individual Income Tax** or current **Sales Tax, Utility Gross Receipts Tax and Telecommunication Tax** filed and paid online by the taxpayer.

To move from screen to screen use the **continue** (on first page) or **back** buttons at the bottom of the screen. Following are instructions and tips for each option.

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ENTER PAYMENT

On the first screen the Enter Payment tab is highlighted, choose the **continue** button to proceed.

Complete the taxpayer information. Fields required on this screen have a red asterisk*. If the e-mail address is entered the taxpayer will receive an e-mail payment confirmation. Also, the taxpayer may receive notice of other issues, such as a denied credit card.

You should always use the case number (instead of notice # or type tax and account #) when processing a payment, unless there is a specific reason not to. Exceptions may be waiving penalty or fees and applying payment to tax and interest only. By entering the case number, the payment will be processed using the same guidelines as money received through the mail. Also, this should prevent overpayments on bills.

Department of Revenue - Microsoft Internet Explorer

Taxpayer Information
(Fields with red * are mandatory)

First Name: *

Middle Name:

Last Name: *

Suffix:

Business Name:
(Not Required for Individual Tax Account)

Address Line1: *

Address Line2:

Address Line3:

City: *

State: *

Zip Code: *

Phone Number: - - *

Extension:

E-mail Address:
(Required for e-mail confirmation)

Quick Launch » 1:54

Demographic Screen

Once the demographic screen is finished, click on **continue** and choose either **Credit Card** or **E-Check**.

CREDIT CARD

- Choose Visa, Master Card or Discover
- Enter the 16 digit credit card number (read it back to taxpayer for verification)
- Enter expiration date
- Enter credit card holders name, billing address and zip code (may be different from demographic screen)
- Payment by credit card is verified against the credit limit and denied if funds are not available
- Debit and credit cards are assessed a convenience fee.
- These fees are:
 - 2.50% to pay a bill
 - 2.0% to pay a business tax return (**SALES, UGRL AND TELECOM TAX**)
 - NO FEE for timely paying individual income tax, but this feature is not available after tax filing season.

Remember, debit cards incur the same 2.5% convenience fee as credit cards. It is to the taxpayers' advantage to process an E-Check instead of a debit card.

Department of Revenue - Windows Internet Explorer

http://rfo2iris/ElectronicPayments/(yl20sr55h2411xnli4h3xjm) Google

File Edit View Favorites Tools Help

bing 68°F Sign in

Google Search More >> Sign In

Department of Rev... Contact Center - Mana...

Your current security settings put your computer at risk. Click here to change your security settings...

Security
Contact Us
Help

Payment Methods

☒ Credit Card ☐ E-Checks

Credit Card Information

DISCOVER CARD MasterCard VISA

(Fields with red * are mandatory)

Credit Card Type: DISCOVER *

Credit Card Number: *

Expiration Date: 01 / 2012 *

Card Holder's Name: *

Billing Street Address: *

Billing Zip Code: *

Continue Back Cancel

Payment Method Screen

Credit card payments are normally posted to CARS bills and DOR tax systems within three business days. Once a credit card payment is submitted, **FIS** will authenticate the credit card number, expiration date, and credit card billing address and zip code. They will also verify that funds are available and capture those funds. This only takes a few seconds, and the user receives a message stating that the transaction has been approved or denied. Authorization numbers are provided for an approved transaction. The transaction status is then shown as **Approved**.

To continue with payment click **continue**. Enter the payment information. Again, required fields will be noted with a red asterisk *.

- If case number is selected, do not use tax type, account number, period or notice number.
- If notice number is selected, do not use tax type, account number, period or case number.
- If tax type and account number and period are selected, do not use case number or notice

Department of Revenue - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print

Address <http://kydevexrsb1/ElectronicPayments/PaymentEntry.aspx?ensessid=3210&rsessid=0&mnsessid> Go

Enter Payment | Maintain Payment | Search Transactions

Work List

Payment Information
(Fields with red * are mandatory)

Case Number:

Tax Type: --Please Select Tax Type--

Account Number:

Period: (mm/dd/ccyy)

Notice Number:

Payment Amount: \$. *

Payment Date: * (mm/dd/ccyy)

Total Number of Payments:

Recurring day of month:

Refresh Add Paym Back Cancel

Local intranet

Payment Information Screen

Select payment amount and payment date (current or future) and click **add payment**.

Payment detail will appear. To proceed click on **continue**.

Department of Revenue - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print

Address <http://kydevesxrsb1/ElectronicPayments/PaymentEntry.aspx?ensessid=3210&srssessid=0&mnsessid> Go

Contact us

Help

Enter Payment Maintain Payment Search Transactions

Work List

Payment Detail

Payment Amount	Conv Fee	Payment Date	Case Number	Notice Number	Tax Type	Account Number	Per
300.00	7.50	08/05/2005	123456789				

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This List has a total of 1 pages. Go to page: Go!

Add New Payme Continue Back Cancel

Total payment \$307.50

Local intranet

Payment Detail Screen

EDIT PAYMENT

Choose this option if changes need to be made to previously entered information of payment type or date.

Clicking on this button takes you to the payment detail information screen. At this point you can add new payment, continue, back or cancel.

PRINT PAGE

Access this button if you need to print this screen

Accept Payment

The next page shows the Payment Summary Screen. Click accept payment to complete the transaction. **Do not click accept payment twice.** This will create two payments.

When a credit card or ACH DEBIT payment is submitted and approved for a timely payment, the user will receive three authorizations:

- **Authorization Code**- all numbers for credit card and “ck” before numbers for E-check
- **Payment Identifier Number**-per transaction, will stay the same throughout the transaction. An example: the same payment identifier for recurring payments no matter how many payments.
- **Payment Locator Number**- A different number per payment. Each payment in a recurring plan will have a different locator.

When a credit card or E-Check payment is submitted for a future payment date, only the Payment Identifier number is given on the summary screen (accept payment screen). Future payments do not receive an Authorization Code or a Payment Locator.

Electronic Payments processed (credit card and E-Check) will be assigned validating numbers 9800000-9999999. ***All Electronic Payment validating numbers start with a “9” but not all “9” validating numbers are Electronic payments***

PLEASE make notes on the OSCAR primary screen note line or CARS comments that an E-Pay has been processed with Payment Identifier Number and date.

Update demographic information in OSCAR or CARS also as needed.

Department of Revenue - Microsoft Internet Explorer

Home

Enter Payment Maintain Payment Search Transactions Work List Reports

Credit Card Summary:

Card Holder's Name: J N DOE

Card Type: MASTER CARD

Card Number: *****11111

Expiration Date: 02/2007

Billing Street Address: PO BOX 3258

Billing Zip Code: 40502

Payment Summary:

Total transaction amount entered: \$307.50

Payments effective today:

Payment Amount	Conv Fee	Case Number	Notice Number	Tax Type	Account Number	Secondary SSN	Period
\$300.00	\$7.50	123456789					01/01/1901

Total amount to be paid today: \$307.50

Must click on Accept Payment to complete transaction

If you agree to pay this amount, please click on: [Accept Payment](#)

To modify the information entered click on: [Edit Payment](#)

To print the information displayed click on: [Print Page](#)

start M F e h D 4:11 PM

Payment Summary Screen

ACH DEBIT

Complete the taxpayer demographic information. As with credit cards, the required fields on this screen have a red asterisk*. Also, if the e-mail address is entered the taxpayer will receive an e-mail payment confirmation.

The information entered should be the same information on the checking account being used for the E-Check payment.

Click **continue** to proceed.

- Enter Bank or Financial Institute name
- Enter account number **must be 5 digits**. (read it back to the taxpayer for verification)
- Enter routing number **must be 9 digits** (read it back to the taxpayer for verification)
- Choose appropriate radio button, checking or savings account
- There is **NO** convenience fee
- In contrast to credit cards, the only thing verified is the validity of the routing number. If sufficient funds are not available to pay an E-Check the taxpayer will be subject to associated cold check fees, just as a paper check. It will show on the database until removed as a returned check.
- Submitted E-Check payments with a current date **CAN NOT BE MAINTENANCED**. However, if the need arises to stop a payment, it **MAY** be stopped (on the same day only) provided the payment file has not downloaded. If this situation occurs, contact Laura Yagel, Amy Sisk, Chris Rutledge or Bill Ewing.

TIME IS CRITICAL TO STOP AN ACH DEBIT

The screenshot shows a web browser window titled "Department of Revenue - Microsoft Internet Explorer". The address bar displays a URL: <http://kydevesxrsb1/ElectronicPayments/PaymentType.aspx?enseid=3210&rsessid=0&msessid=0&wkseid=0&uid=REVE529>. The page header includes the "Department of Revenue KY E-tax" logo and navigation tabs: "Home", "Enter Payment", "Maintain Payment", "Search Transactions", and "Work List". The "Enter Payment" tab is active. The page content is divided into a left sidebar with links for "Security", "Contact Us", and "Help", and a main form area. The form area has a "Payment Methods" section with radio buttons for "Credit Card" and "E-Checks" (selected). Below this is the "Check Information" section, which includes a red asterisk warning: "(Fields with red * are mandatory)". The form fields are: "Bank Name:" (text box with red asterisk), "Account Number:" (text box with red asterisk), "Routing Number:" (text box with red asterisk), and "Account Type:" (radio buttons for "Checking Account" (selected) and "Savings Account"). At the bottom of the form are three buttons: "Continue", "Back", and "Cancel". The browser's status bar at the bottom shows "Local intranet".

When you complete the payment choice click **continue**. Enter the payment information. Again, required fields will be noted with a red asterisk *.

Select payment amount and payment date (current or future) and click **add payment**. Payment detail information will appear. To proceed click on **continue** or to add a new payment, for same taxpayer using same payment source, click on add **new payment**.

When adding a new payment, only complete the payment information. The demographics and payment type are retained. Once the new payment is entered the payment detail screen will appear again.

Click **continue** to complete transaction and receive authorization.

The screenshot shows a web browser window titled "Department of Revenue - Microsoft Internet Explorer". The page header includes the "Department of Revenue KY E-tax" logo and a navigation bar with tabs: "Enter Payment", "Maintain Payment", "Search Transactions", "Work List", and "Reports". The "Enter Payment" tab is selected. On the left, there is a sidebar with links for "Security", "Contact Us", and "Help". The main content area is titled "Payment Information" with a note "(Fields with red * are mandatory)". The form contains the following fields: "Case Number" (123456789), "Tax Type" (a dropdown menu showing "--Please Select Tax Type--"), "Account Number" (empty), "Period" (empty, with a red asterisk and "(mm/dd/ccyy)" next to it), "Notice Number" (empty), "Payment Amount" (\$500.00, with a red asterisk), "Payment Date" (03/07/2006, with a red asterisk and "(mm/dd/ccyy)" next to it), "Total Number of Payments" (1), and "Recurring day of month" (empty). At the bottom of the form are four buttons: "Refresh", "Add Payment", "Back", and "Cancel". The Windows taskbar at the bottom shows the "start" button and several open applications, with the system clock displaying "1:24 PM".

Payment Detail Screen

RECURRING PAYMENTS

Multiple or recurring payment (Pay Agreement) must be for the same dollar amount and the same draft day each month. The only variation is the first initial payment. This payment can be on a different draft date.

To process a recurring payment, enter the demographic information and type of payment detail.

- Enter either case number, tax type and account number or notice number.
The case number is always preferred.
- Enter payment amount
- Enter payment date
- Total number of payments
- Recurring day of the month

The screenshot shows a Microsoft Internet Explorer window titled "Department of Revenue - Microsoft Internet Explorer". The address bar displays the URL: <http://kydevesrsb1/ElectronicPayments/PaymentEntry.aspx?ensessid=3210&srssessid=0&mnsessid=0&wk.ssessid=0&uid=REVE529>. The website header includes the "Department of Revenue KY E-tax" logo and a navigation bar with links: "Home", "Enter Payment", "Maintain Payment", "Search Transactions", and "Work List". The "Enter Payment" tab is selected.

On the left side, there is a sidebar with links: "Security", "Contact Us", and "Help". The main content area is titled "Payment Information" with a note: "(Fields with red * are mandatory)". The form contains the following fields:

- Case Number:
- Tax Type:
- Account Number:
- Period: (mm/dd/ccyy)
- Notice Number:
- Payment Amount: \$ *
- Payment Date: * (mm/dd/ccyy)
- Total Number of Payments:
- Recurring day of month:

At the bottom of the form, there are four buttons: "Refresh", "Add Payment", "Back", and "Cancel".

Remember to include the initial payment in the total number of Payments

Click **add payment** to complete payment process. The payment detail screen will appear. Once payment information has been verified, click continue to complete.

You will see in red **MUST CLICK ACCEPT PAYMENT TO COMPLETE TRANSACTION**

CLICK ACCEPT PAYMENT

If payment has a **current** date, an Authorization Number, Payment Locator Number and Payment Identifier Number will be provided. These numbers should be provided to the taxpayer and recorded in OSCAR history text or CARS notes if there is not an OSCAR case.

If the payment is for a future date, only the Payment Identifier will be provided.

If the need should arise to locate this payment it can only be found on the Maintain Payment screen until the payment is processed. On or after the date of payment this transaction is transferred to the Search Screen.

The pay agreement terms must be entered in OSCAR or CARS along with the Payment Identifier and/ or Authorization Code and Payment Locator Number (PLN). The E-Pay pay agreement letter must be requested also. **PLEASE make notes on the OSCAR primary screen note line or CARS comments that an E-Pay has been processed with Payment Identifier Number and date. Remember to send the E-Pay pay agreement letter.**

Update demographic information in OSCAR or CARS also as needed. An example would include cell phone numbers, new address or home phone.

If the system goes down or you do not receive confirmation of payment, **do not enter payment information more than once.**

Tell the taxpayer confirmation was not received. Secure their name and telephone number and assure them that after the system updates you will call them if you need to redo the transaction. Remember to follow up after the update. The user should be able to locate transaction on the E-Pay system.

MAINTAIN PAYMENT

All transactions with **future** dates are found here. .

Changes can be made to payment information and payment method through the Maintain Payment screen.

Only future payments or future recurring payments can be maintained.

When this option is chosen, the KY E-TAX screen will provide a multiple search option:

- Payment Identifier
- Case Number
- Notice Number
- Account Number
- Name
- Effective Date

Click on one of the above to locate a transaction and click on the **Search** button.

Payments can only be located by the way they were originally entered. It may require several different options, such as by case, name or account number.

Click on **Payment Amount** to view the next page.

Payment information is displayed at the top. Changes can be made here for amount, payment date, and total number of payments or recurring day of the month.

Click **Delete** to cancel the transaction (**must click delete 2 times**) and click **Save** to keep information

When an E-Pay pay agreement is broken (i.e. recurring payment not received or returned and the default letter period has expired) the E-Pay Recurring payment must be deleted and notes written in OSCAR or CARS with details.

Click on **continue** to view the last page and to change Credit Card or E-Check. When change is complete a new Payment Identifier Number will appear. Be sure to record information in OSCAR or CARS.

Note: This updated transaction can then be located using the old or new Payment ID.

ONCE YOU GO PAST THE FIRST PAGE THE CASE IS PLACED ON HOLD. TO RELEASE FROM HOLD YOU MUST HIT THE “REFRESH BUTTON” ON PAGE 2 OR CANCEL ON PAGE 3.

Department of Revenue - Microsoft Internet Explorer

Address: <http://kydevesxrsb1/ElectronicPayments/PaymentUpdate.aspx?mnsessid=4173&ensessid=3210&rsessid=0&wk.ssessid=0&uid=REVE529>

Department of Revenue
KY E-tax

Home

Enter Payment | Maintain Payment | Search Transactions | Work List

Payment Amount: \$ 100.00 *

Payment Date: 09/15/2005

Total Number of Payments: 7

Recurring day of month: 15

Save Continue Delete Refresh

Payment Amount	Case Number	Notice Number	Tax Type	Acc Num	Sec SSN	Name	Held By	Payment ID
100.00	123456789					RIDDEL	REVE529	12108
500.00	123456789					RIDDELL	REV1540	12024

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This List has a total of 1 pages. Go to page:

A transaction that is held does not **prevent** the payment from being sent to the bank or financial institute for payment. The only way to stop or change a payment is to delete or change the transaction before the payment date. The hold prevents other users from viewing.

SEARCH

All transactions with **current** or **prior** dates are found here.

The **Search** button enables you to locate payments with current date and payments that occurred prior to the current date.

If payment is entered with a current date, the E-PAY system will provide the user with a Payment Locator Number (PLN), Payment Identifier Number and Authorization Code. This transaction can only be found under search transaction.

The search type also allows for various selections:

- Payment Locator Number (PLN)
- E-pay Transaction ID
- Transaction Date
- Authorization Code
- Name
- Validating Number
- Payment Identifier

Search can not be done by case, notice number or account number.

Changes can not be made from the search transaction screen.

The screenshot shows a web browser window titled "Department of Revenue - Microsoft Internet Explorer". The address bar displays the URL: <http://kydevesxrsb1/ElectronicPayments/SearchTran.aspx?uid=REVE529&sessid=3210&srssid=0&mnsessid=4173&wksessid=0>. The page header features the "Department of Revenue KY E-tax" logo and navigation tabs: "Enter Payment", "Maintain Payment", "Search Transactions" (which is selected), and "Work List". On the left side, there are links for "Security", "Contact Us", and "Help". The main content area is titled "Transaction Search" and contains a "Search Type:" dropdown menu set to "Payment Locator Number". Below this is a text input field for the "Payment Locator Number:" containing the value "6819". A "Search" button is positioned to the right of the input field. The browser's status bar at the bottom shows "Done" and a message: "Discussions not available on http://kydevesxrsb1/".

Search Screen

Click on **Payment Locator Number** to view the Taxpayer Demographic Information

Click on **continue** to view the Credit Card or E-Check screen and information on how the payment was submitted. An example is by case number, notice number or account number and period.

The screenshot shows a web browser window titled "Department of Revenue - Microsoft Internet Explorer". The address bar displays the URL: <http://kydevesxrsb1/ElectronicPayments/SearchTran.aspx?rsessid=4815&ensessid=3210&mnssessid=4173&wksessid=0&uid=REVE529>. The page header features the "Department of Revenue KY E-tax" logo and a navigation bar with tabs: "Enter Payment", "Maintain Payment", "Search Transactions" (selected), and "Work List".

On the left side, there is a sidebar with links: "Home", "Security", "Contact Us", and "Help".

The main content area is titled "Transaction Search". It contains a "Search Type:" dropdown menu set to "Payment Locator Number" and a "Payment Locator Number:" text input field containing "6819". A "Search" button is located below the input field.

Below the search form is a table with the following data:

Pmt Locator Num	Transaction Amount	Transaction Date	Transaction Status	Auth Code	Epay Transaction Id	Name	UserId
6819	102.00	01/15/2004	Pending	123456	94921	KAMAN IN	REV1928

Below the table, it indicates "Page 1 of 1" and provides navigation links: "First Page", "Previous Page", "Next Page", and "Last Page".

At the bottom, it states "This List has a total of 1 pages. Go to page:" followed by a text input field and a "Go!" button. A "Print Page" button is also present.

The browser's status bar at the bottom shows "3:39 PM" and a message: "Discussions not available on http://kydevesxrsb1/".

Transaction Screen in Search

Transaction Status

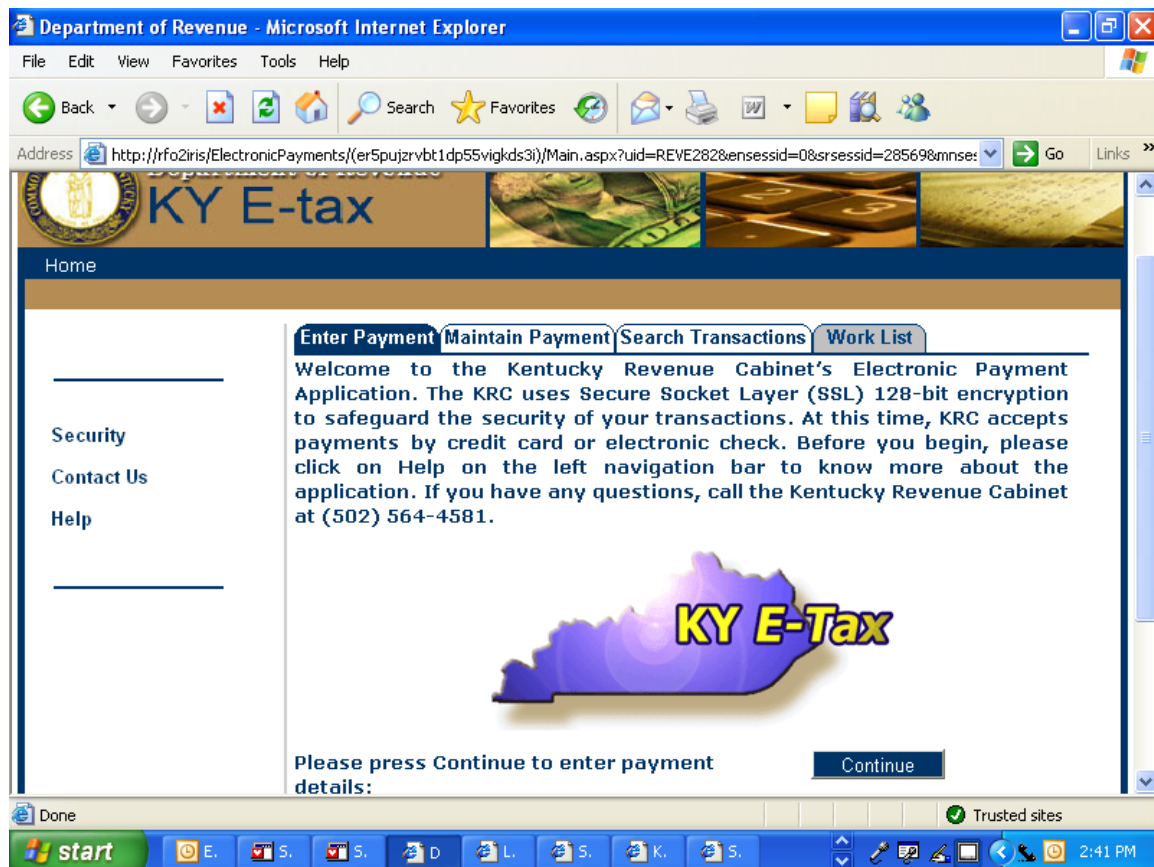
Once you have successfully entered the information in the Search Transaction, a detailed summary will appear that includes; Payment Locator Number, Transaction Amount, Transaction Date, Transaction Status, Authorization Code, E-PAY Transaction ID, Name and User ID. The definition for each **Transaction Status** follows:

- **APPROVED** - Transactions approved by the merchant. Funds are not verified on ACH debit
- **DENIED** - Transactions denied by the merchant.
- **INCOMPLETE**-Transaction in an incomplete status; i.e., was not submitted.
- **APPLIED**- Transactions approved and reconciled AND the payments have been posted to the bills and /or returns.
- **PENDING**- Transactions that did not receive a definite message from the merchant and is work-listed. The Epay team will work this transaction. **Do not process again.**
- **RECONCILED**- Approved transactions are reconciled after funds are deposited in Treasury.
- **SUBMIT**- Re- occurring payments or future payments that are ready to be submitted.

WORKLIST

The Work List is worked by designated employees. Transactions that show a pending status under the Search key are on the work list. These transactions will be approved or denied depending on the status of the transaction on the E-Pay Gateway. The E-Pay Gateway is the link between Revenue's E-Pay system and the banks and credit card companies.

The work list option will be grayed out for all other employees.



REPORTS

The Report tab is also worked by designated employees and provides various information about the Electronic Payment transactions.

Duplicate Transaction Report

This report identifies a duplicate transaction entered by a user or taxpayer. It will only identify the same tax type, same account number and same period processed on the **same** day. Once this duplicate is confirmed by DOR, the duplicate can be voided in the Gateway which will prevent duplicate payments and duplicate charges for the taxpayer.

E-Pay Error Report

This report is distributed daily by e-mail and includes electronic payments that will create an overpayment when applied. Our designated worker informs DOR Production Support by e-mail how to apply the payment. If the case is paid in full, any future payments are deleted. If there is an overpayment more than \$25.00 the case will be sent for a refund.

Penultimate E-Payments Report

This report is also distributed daily by e-mail after the next to last payment has been deducted. This will only apply to recurring payments. If there will still be a balance or if the case will be paid in full after the last payment is applied, a note is recorded in the case history text. If the last payment will overpay the case, changes are made to the final payment in Maintain Payment to reflect the balance due.

The report option is only accessible through the **WORKLIST** tab.

TIPS

Split transactions are not allowed. For example, a taxpayer wants to pay an outstanding bill for \$500.00 and wants to place \$250.00 on Visa and \$250.00 on E-Check. You can not do one transaction with both payment types. However, you can process 2 different transactions, one for each payment type. The result will be two Payment ID's, PLN and Authorization Numbers.

Taxpayers can access the Internet to submit a payment for current year Individual Income Tax. The default period end date is the current filing year end date and the system will not allow the user to change. However, sometimes taxpayers attempt to change the period and do not recognize the change did not save. If the taxpayer tells you they paid a prior year Individual Income Tax bill on the Internet, the payment should be on the Individual Income Tax data base as a "G" payment for the current year. The payment will need a journal voucher to the correct year and the tax bill adjusted to reflect the journal voucher.

If the taxpayer accesses the internet to submit a payment for **ANY** type tax, after the filing season, the payment will be posted as a Sales Tax, UGRL or Telecom payment. If the tax account number used is a valid Sales Tax, UGRL or Telecom number, the payment will post to that corresponding tax data base. If the number used is **not** a valid Sales Tax, UGRL or Telecom number, the payment will post to MIXERS as a Sales Tax payment. If taxpayer doesn't know the tax account number used or you can not locate the payment, you will need to do a SEARCH in E-PAY using Authorization Code, PLN or Transaction Date. Then you can go to the last page to see what tax account number, type tax, and/or period taxpayer entered to help you determine where payment was processed.

ELECTRONIC PAYMENT CODES

When completing maintenance of an electronic payment on a tax notice, be sure to use the appropriate codes:

CCL- credit card payment to another liability

CCP- credit card payment from another period

CCT- credit card payment from another tax

CCM-credit card payment manual-use when applying an E-Pay to a **bill**

The term credit card payment refers to Credit Card and ACH DEBIT method of payment.

The code **CCD** will be used in OSCAR history text and CARS to reflect an electronic payment applied by the system.

FAQ'S

Q. Payment is showing on E-Pay as applied but not on the bill or database, where is it?

A. Often this is due to a data entry error on payment application. Click on Payment Locator Number, on the next page click continue, on the last page view how the payment is applied.

Q. Can not locate payment with Payment Identifier.

A. Is payment date in the future? If yes, then the payment should be found using the Payment Identifier Number on Maintain Payment screen.

If not in the future, it could be a typo on Payment Identifier Number recorded.

Try other searches as name, case number, notice number or tax type and account number.

Q. Can not locate payment with case number.

A. Payment can only be located with case number if it was entered by case number.

If payment was entered using notice number or tax type and account, then you can not search using case number.

Q. What information do I need to process a payment?

A. Taxpayer name, address, phone number and case, notice or tax type and account number.

For E-Check: Bank name, account number, routing number and if checking or savings.

For Credit Card: Card name, account number, expiration date, name of card holder and address for billing statement of card.

Q. Can a taxpayer use the parents credit/debit card to pay the tax notice?

A. Yes, as long as the DOR user get permission from the parent.

Q. Can the taxpayer use the business account to pay individual income tax?

A. Yes, as long as he is the owner of the business.